



HOME VIDEO MONITORING SYSTEM

INSTRUCTION MANUAL ENGLISH VERSION 1.0



LIVE CONNECT
LW2020/LW2030 SERIES

*Handheld monitor included with LW2030 Series only

www.lorextechnology.com

Safety Instructions

WARNING

This video monitor is compliant with all relevant standards regarding electromagnetic fields and is, when handled as described in the User's Guide, safe to use. Therefore, always read the instructions in this User's Guide carefully before using the device.

- Adult assembly is required. Keep small parts away from children when assembling.
- This product is not a toy. Do not allow children to play with it.
- This video monitor is not a substitute for responsible adult supervision.
- Keep this user's guide for future reference.
- Keep the cords out of reach from children.
- Do not cover the video monitor with a towel or blanket.
- Never use extension cords with power adapters.
- Only use the power adapters provided.
- Test the video monitor before use. Become familiar with its functions.
- Do not use the video monitor near water.
- Do not install the video monitor near a heat source.
- Only insert batteries/battery pack of the same type.
- Do not touch the plug contacts with sharp or metal objects.
- Only use the chargers and power adapters provided. Do not use other chargers or power adapters as this may damage the device and battery pack.

CAUTION

Risk of explosion if battery is replaced by an incorrect type.

- DISPOSE OF OR RECYCLE BATTERIES PROPERLY IN ACCORDANCE WITH APPLICABLE LAWS, which may vary by location.
- Insert batteries with the correct polarity.
- Do not mix new and used batteries.
- Remove exhausted batteries from the product.
- Keep all batteries away from children.

Using this product as a baby monitor

If you intend to use this wireless video monitor as a baby monitor, we advise you to take the following precautions to avoid possible injury to infants:

- **DO NOT** place baby audio and video camera monitors too close to cribs, bassinets, play yards and other safe sleep environments for infants.
- MAKE SURE all power adapter cords are out of arms reach of your infant. Keep them at least **3ft/1m** away
- MAKE SURE baby audio and video camera monitors are on a stable footing so they cannot be easily knocked over
- Use the included cable clips to keep the power cord out of reach from infants and young children.

NOTE: These precautions are important even if your infant is not yet standing or mobile.

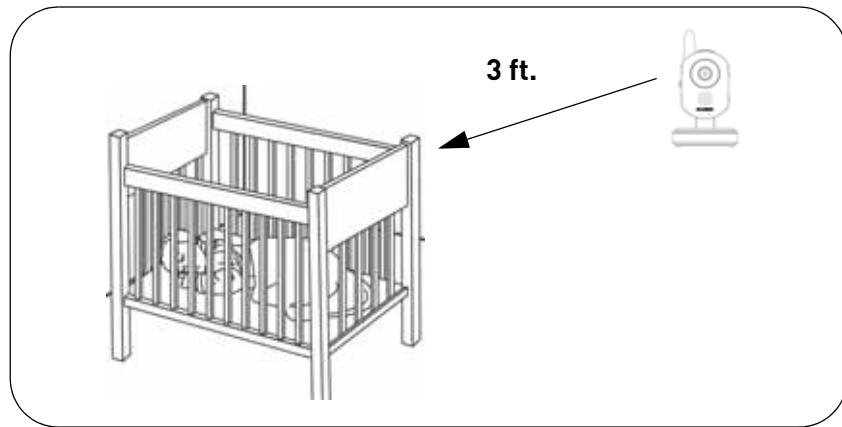


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Contents

The system comes with the following components:



Gateway



Antenna



Camera*



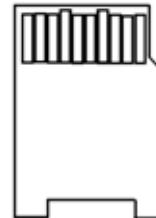
Camera & Handheld monitor power adapter x2



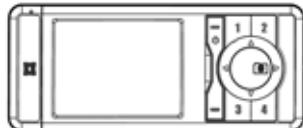
Gateway power adapter



microSD card



microSD card adapter



Handheld monitor

The handheld monitor is included with the LW2030 Series only.

Additional Contents

- Network cable
- Instruction manual
- Quick Start Guide

*Number of cameras and accessories may vary.

CHECK YOUR PACKAGE TO CONFIRM THAT YOU HAVE RECEIVED THE COMPLETE SYSTEM, INCLUDING ALL COMPONENTS SHOWN ABOVE.

System Requirements

Your system must meet the minimum system requirements.

PC Requirements

- Skype for Windows version 4.2 and above
- Windows 7, Windows Vista, Windows XP SP3
- 1 GHz or greater processor

Mac

- 1GHz Intel processor
- Mac OS 10.6 or later (Intel processors only)
- 100 MB free disk space.
- Either USB or regular headset if your Mac does not have a built-in microphone.

iPhone, iPad, iPod touch Requirements

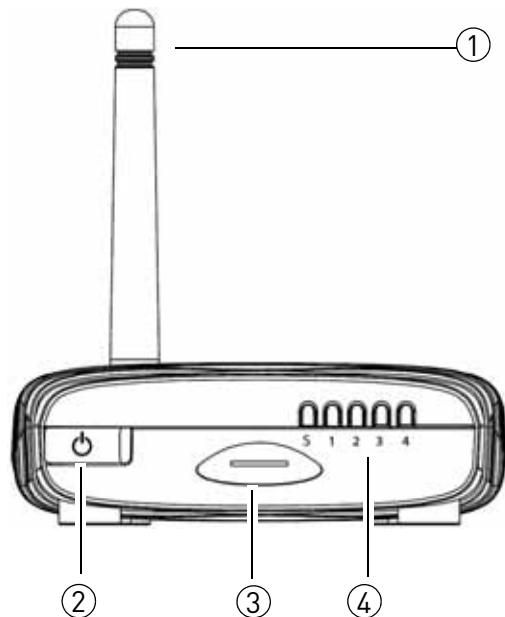
- Skype for iPhone 3.0 and above
- iPhone 4 / 3GS (iOS 4.0 and above)
- iPod touch (3rd generation and above)
- iPad (1st generation and above)

General requirements

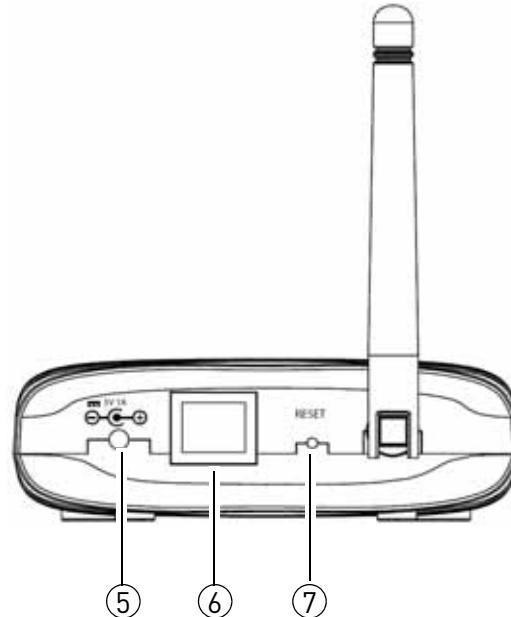
- High-speed broad connection of 512kbps down/128kbps up and a computer
- Home network with router

For further details, visit www.skype.com.

Gateway Overview



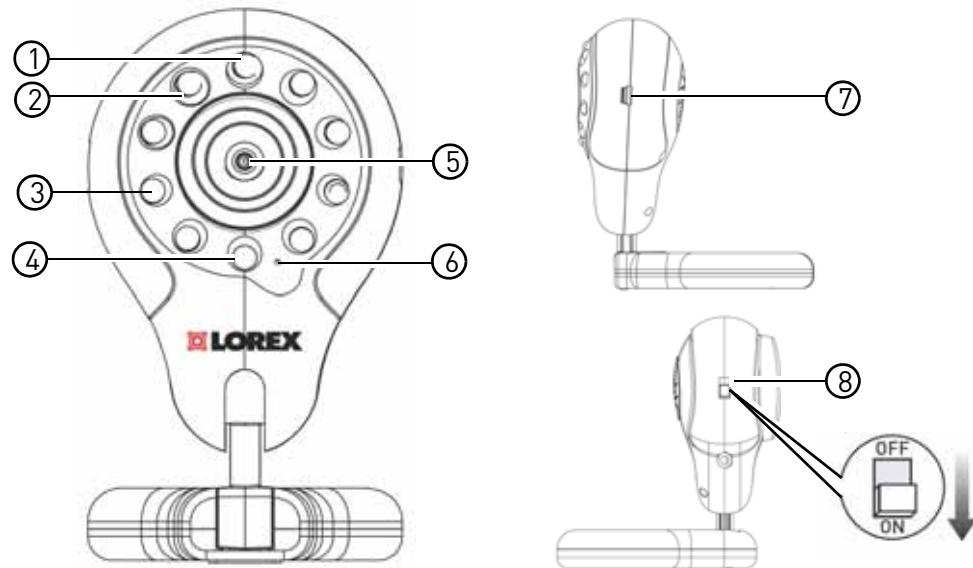
Front View



Rear View

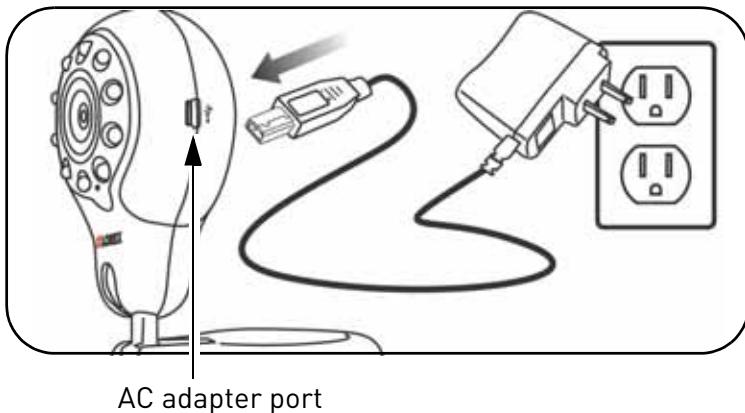
- 1 **Antenna:** Transmits the video signal to the camera.
- 2 **On/Off button:** Press to turn the Gateway on or off.
- 3 **microSD card slot:** For future use.
- 4 **Camera LED indicators:**
 - **S:** Glows to indicate the Gateway is connected to Skype.
 - **1~4:** Glows to indicate the camera that is connected.
- 5 **Power Port:** Connect a power adapter to the power port.
- 6 **Ethernet port:** Connect an ethernet cable from your internet router to the Gateway's ethernet port.
- 7 **Reset port:** Restores the Gateway settings to factory defaults. Use a paperclip, and gently press and hold the Reset port for 10 - 15 seconds to reset the unit.

Camera Overview



- 1 **Status LED:** Glows green to indicate camera is active. Glows red if camera is inactive. Flashes red to indicate low battery power.
- 2 **Charging LED:** Glows red to indicate camera is charging.
- 3 **Infrared LEDs:** Allows the camera to view in the dark. Glows red during night time viewing.
- 4 **Light Sensor:** Detects the light level in the room to automatically turn on/off the night time LEDs.
- 5 **Camera lens**
- 6 **Microphone**
- 7 **AC adapter port:** Connects to the included AC adapter to charge the camera.
- 8 **ON/OFF Switch:** Turns camera on/off.

Charging the camera



AC adapter port

To charge the camera:

- 1 Plug the AC power connector from the power adapter into the AC adapter port on the camera.
- 2 Connect the power adapter to a power outlet.
- 3 The charging LED glows red to indicate the camera is charging.

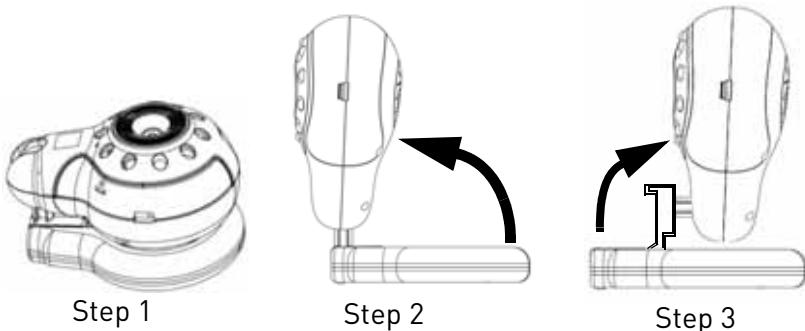
NOTE: The Status LED on the camera flashes when there is approximately 30 minutes of battery life left. Charge the camera for 6 consecutive hours to charge completely.

NOTE: Only use the included power adapter to charge the camera.

Adjusting the camera

- Place the camera in a location where it cannot be easily reached or knocked over
- Place the camera on a flat surface (i.e. table).
- Proceed to step 3 to improve camera balance when positioning on a flat surface
- The camera head swivels 360 degrees

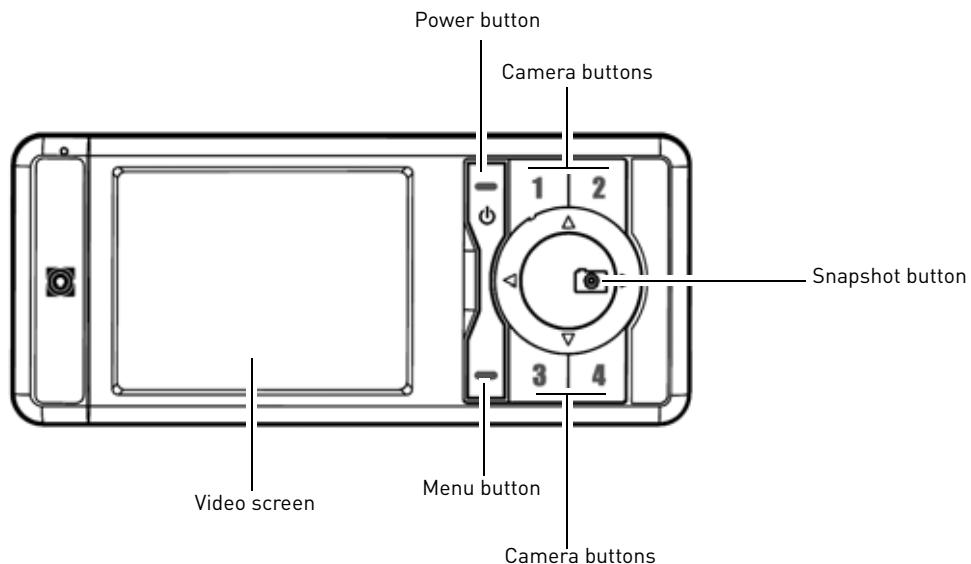
Table top setup



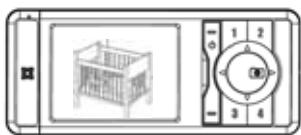
Handheld Monitor (LW2030 Series only)

The handheld monitor allows you to view video and listen to audio transmitting from the camera. You can view up to four connected cameras, one at a time.

NOTE: The handheld monitor has priority over a user connecting to the Gateway. When a user attempts to connect to the Gateway, a message on the handheld prompts you to accept or decline the incoming user.



How it works



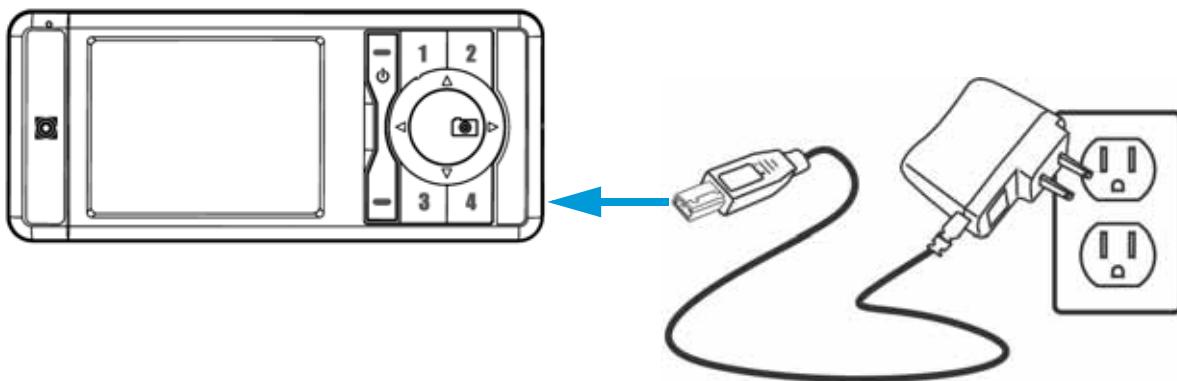
The camera securely transmits video and audio to the handheld monitor. You can view up to 4 connected cameras, one at a time.

Charging the handheld monitor

Before connecting to the camera, it is recommended to charge the handheld monitor for 6 consecutive hours to ensure a full charge on the battery.

To charge the handheld monitor:

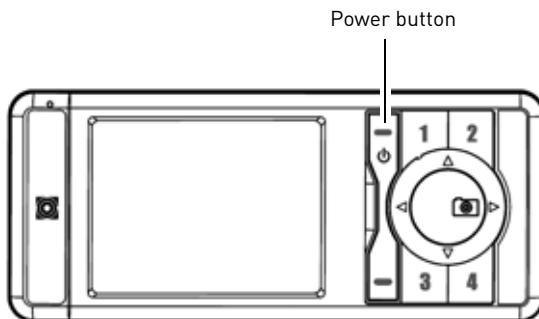
- 1 Connect the power adapter to the handheld monitor. Connect the other end of the power adapter to a power outlet.



Connecting to the camera

To connect to your camera:

- 1 Turn on a camera.
- 2 Press the power button on the handheld monitor. The camera image should automatically appear.



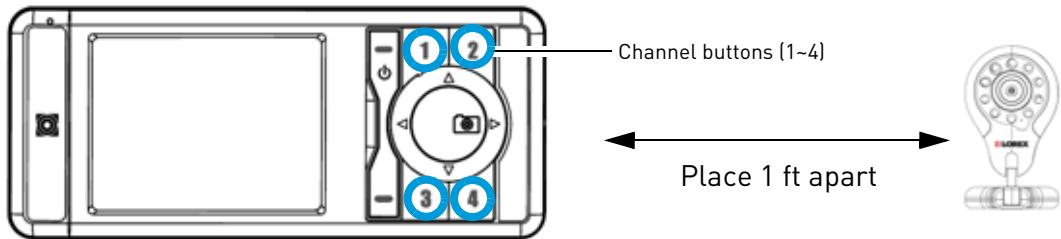
NOTE: If you have more than one camera, you must pair them to the handheld receiver. See page 8 for details.

Pairing

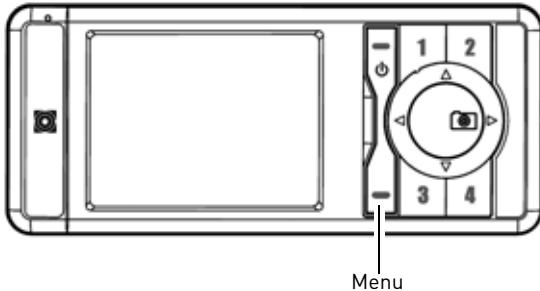
By default, the camera is pre-paired to channel 1 on the handheld monitor. If you purchase additional cameras, you will have to pair them to the handheld monitor. You can pair a maximum of 4 cameras.

To pair a camera to the handheld monitor:

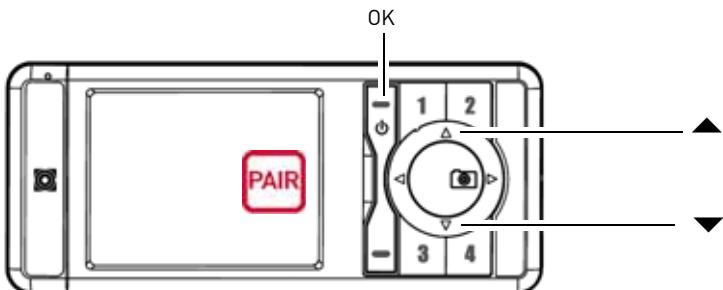
- 1 Turn **off** the camera that you wish to pair.
- 2 Select the channel that you wish to pair up the camera by pressing **1, 2, 3** or **4** on the handheld monitor. Place the camera that you wish to pair one feet apart from the handheld receiver.



- 3 Press the **Menu** button on the monitor.

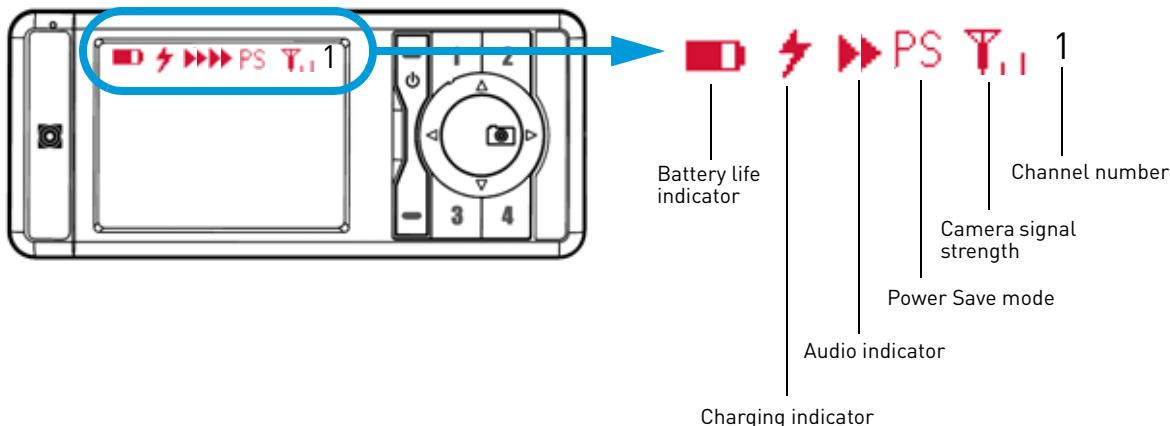


- 4 Press **▲** or **▼** and select **Pair**, and then press the **OK** button.



- 5 Turn on the camera and wait 15 seconds for the camera to pair up. When the camera has been successfully paired with the monitor, a "Device Found" message appears.

Interface Overview



Reading the battery indicator



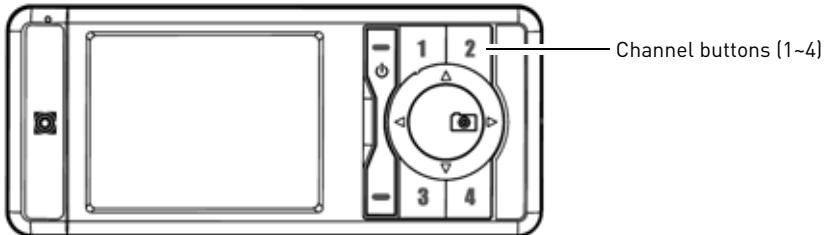
Reading the signal indicator



Changing camera views

To change between cameras:

- 1 Press **1,2,3** or **4** to view the desired camera.

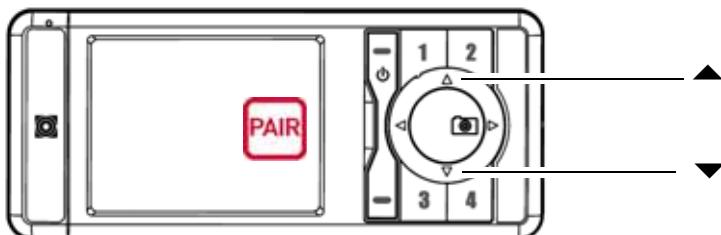


Adjusting the volume

You can listen to audio captured by the camera.

To adjust the handheld monitor volume:

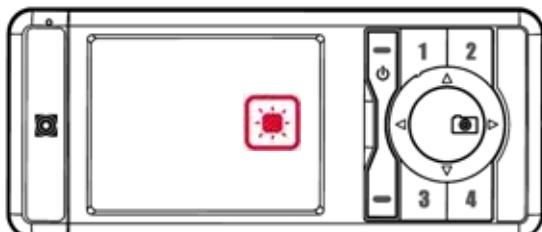
- 1 Press **▲** or **▼** to increase or decrease the volume.



Adjusting monitor brightness

To adjust the monitor brightness:

- 1 Press the **Menu** button
- 2 Press **▲** or **▼** and select
- 3 Press **◀** or **▶** to select the desired brightness level.



Configuring the Power Save feature

Power Save mode allows the monitor display to be turned off while continuing audio monitoring. This allows you to conserve battery power for extended handheld monitor operation. You will still be able to listen to your cameras during Power Save mode. Press any button to turn the display back on.

To enable Power Save mode:

- 1 Press the **Menu** button.



- 2 Press **▲** or **▼** and select
- 3 Press **◀** or **▶** to change the duration of how long the monitor display remains on before turning off.
- 4 Press the **Menu** button to exit and save your settings.

After the selected duration (i.e. 15 seconds), the monitor's display turns off. The monitor will continue to broadcast audio. Press any button on the monitor to turn on the display. The displays shuts off after the pre-set period of time.

Taking a picture

The Snapshot function lets you take pictures of what you see on screen. The pictures are stored on a microSD memory card. See label on product box for microSD card size. Note that one (1) microSD card is included.

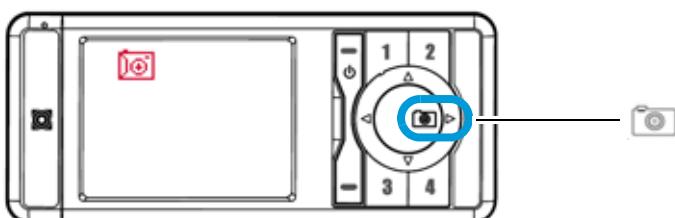
To take a picture:

- 1 Select the desired channel you want to take a Snapshot picture from by pressing **1**, **2**, **3**, or **4** on the monitor.

- 2 Press the **▶ / []** button to take a picture.

- A

icon momentarily appears on the display when a picture is being taken.

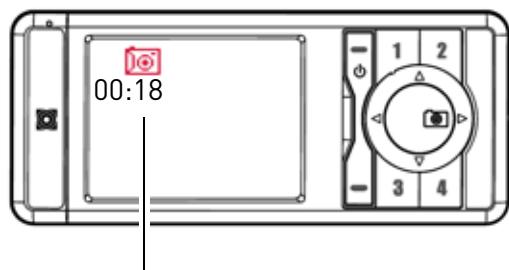
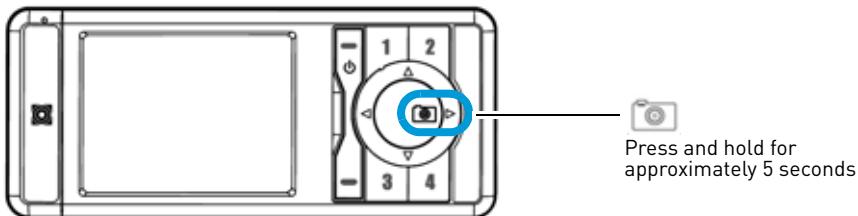


Recording live video

You can record live video onto a microSD card.

To record live video:

- 1 Press and hold the ► / () button until a timer appears in the top-left corner of the screen.



- 2 Press and hold the ► / () button to stop recording.

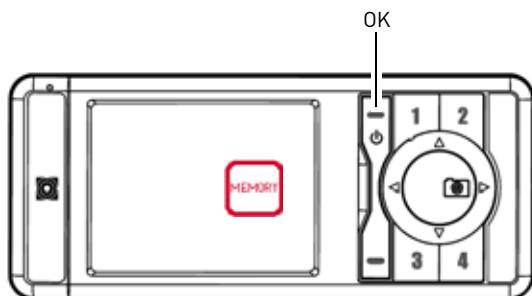
Viewing pictures and videos on your handheld monitor

You can view images and videos recorded on your handheld monitor.

To view pictures or video on your handheld monitor:

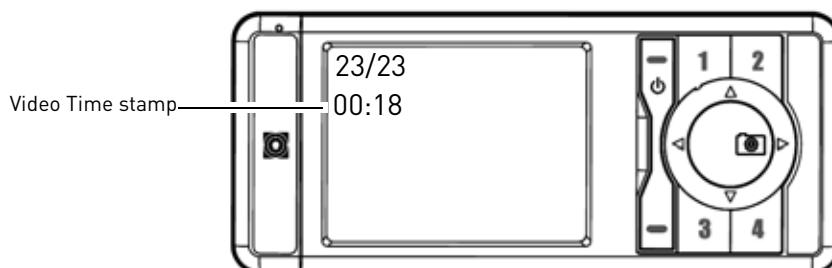
- 1 Press the **Menu** button.

- 2 Select **Memory** (), and press the **OK** button.

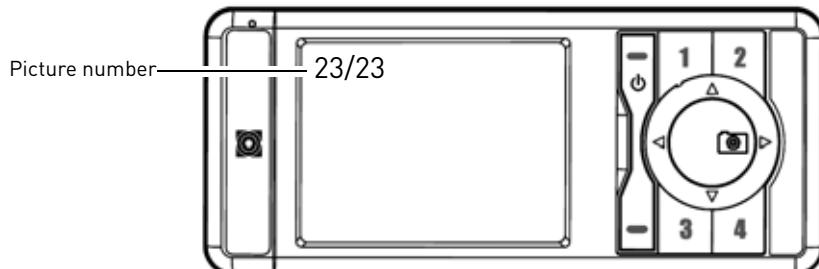


- 3 Press **◀** or **▶** to select a desired video or image to view.

- Videos will have a time stamp on the top left corner.



- Pictures will display the order that the picture was taken (e.g. Picture 1 is 1/1, picture 2 is 2/2 etc.)



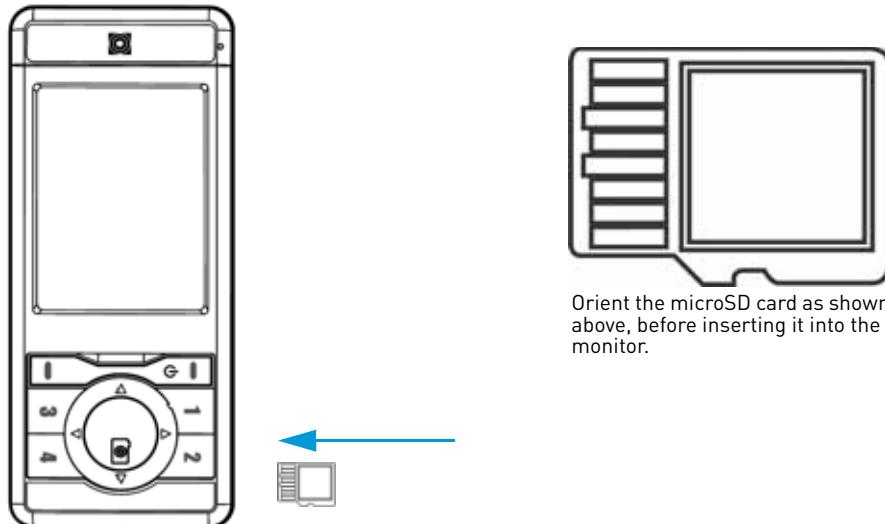
- 4 If viewing video, press the **OK** button to begin playback.

Inserting or removing the microSD card

To insert a microSD memory card:

- 1 Orient the microSD card as shown below. Push the microSD card into the slot until the card clicks into place.

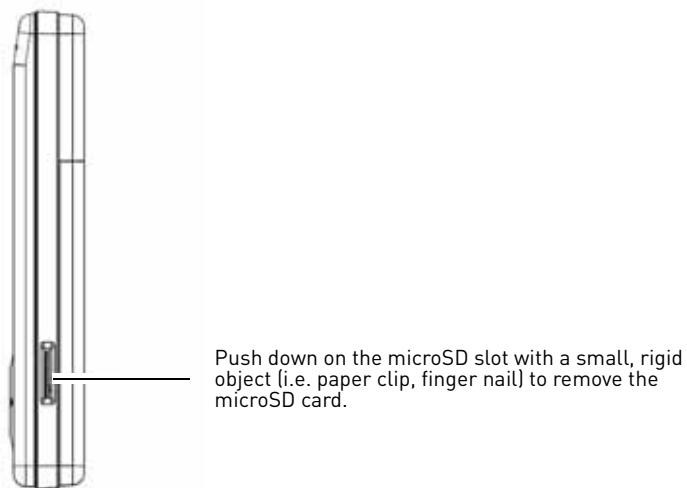
NOTE: The microSD card goes in one way only. Do not force the microSD card into the slot.



Orient the microSD card as shown above, before inserting it into the monitor.

To remove a microSD memory card:

- 1 Press the microSD card with a small, rigid object (i.e. paper clip or finger nails). The microSD card should eject from the slot.

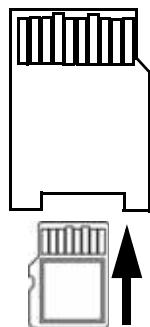


Push down on the microSD slot with a small, rigid object (i.e. paper clip, finger nail) to remove the microSD card.

Retrieving images and videos

To retrieve images or videos from the microSD card:

- 1 Remove the microSD card from the monitor by pressing on the microSD card with a small, rigid object (i.e. paper clip or finger nails).
- 2 Insert the microSD card into a memory card reader (not included) that is connected to your computer. An SD memory card adapter is included in case the microSD card is not compatible with your memory card reader.



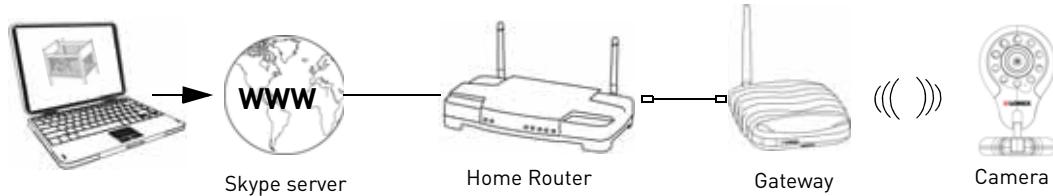
Use the included SD card adapter if your memory card reader does not support microSD memory cards.

- 3 On your computer, browse for the memory card directory and locate the folder named LOREX.
- 4 Double-click the LOREX folder to access your pictures or videos.

How the Gateway Works

Overview

Your computer or mobile device connects to the Skype server. The Skype server connects to your home router. Your home router connects to the Gateway, which captures video from the camera.



Overview: Connecting to the Gateway

To connect to the Gateway, you will need two Skype accounts.

- You will need a "Personal" Skype account—this is where you typically have your friends and family in the Skype contact list.

NOTE: If you are already a Skype user, you will already have a "personal" account.

- You will need a "Gateway" Skype account. The Gateway Skype account is specifically for the Gateway.

Step 1: Create Skype Accounts

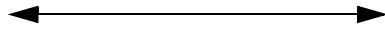


"Personal" Skype Account



"Gateway" Skype Account

Step 2: Add the Gateway to your "Personal" Skype account's contact list

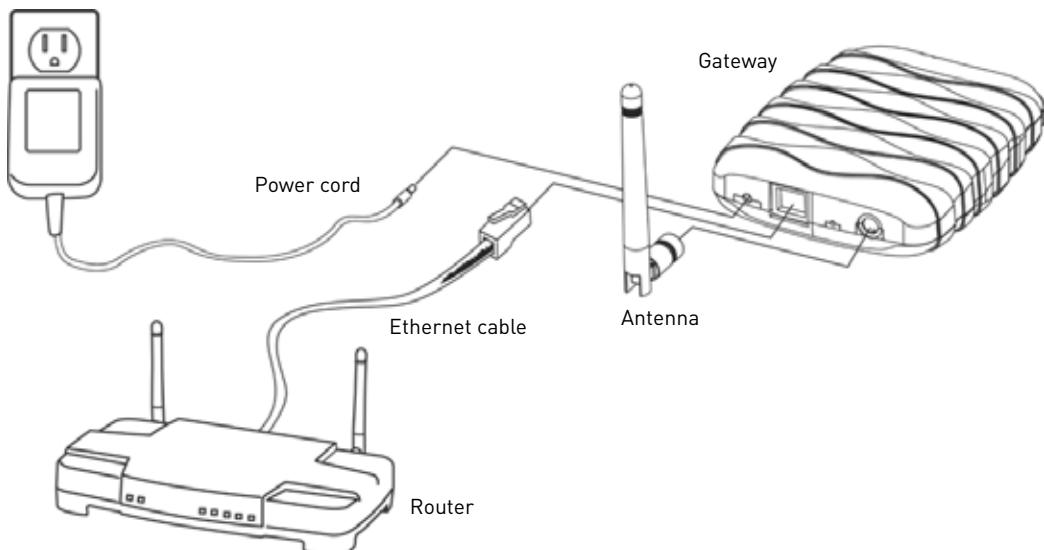


Step 3: Call the Gateway to view video.

Basic Setup

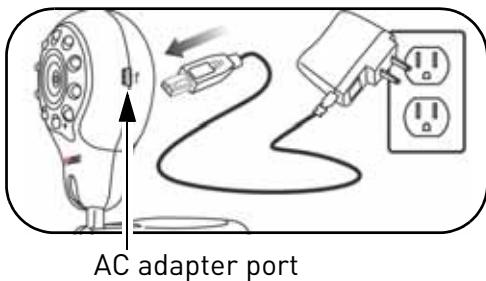
Step 1: Connect the Gateway

- 1 Screw the antenna clockwise onto the antenna jack on the Gateway until it is secure.
- 2 Connect the power cord and ethernet cable to the Gateway. Connect the other end of the power cord to a power outlet. Connect the other end of the ethernet cable to your internet router.
- 3 Press the power button on the Gateway to turn it on.

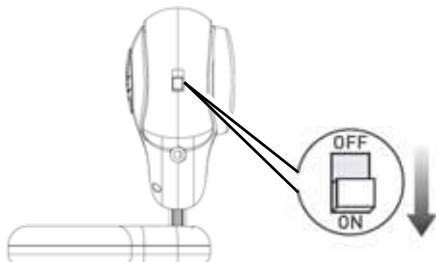


Step 2: Power on the Camera

- 1 Connect the power cable to the camera's AC adapter port. Connect the power adapter to a power outlet.



- 2 Slide the power switch to the **ON** position.



Setting up the Gateway

Pre-requisites

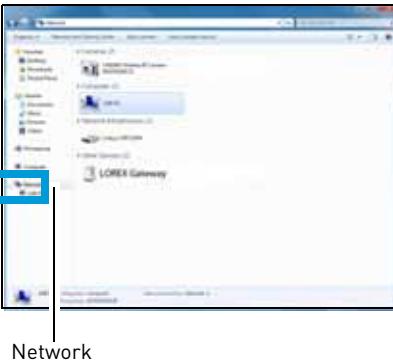
- Connect the Gateway to your local router.
- Make sure UPnP is enabled if you run Windows XP or Windows Vista. For details, see “Appendix A: Enabling UPnP” on page 43.

Step 1: Log in to the Gateway

Once you have connected the Gateway to your network, you can browse the Gateway on your Local Area Network (LAN). Note that if you are on a PC, your operating system must have UPnP enabled.

Windows 7 / Vista

- 1 Click Start () → Computer → Network.



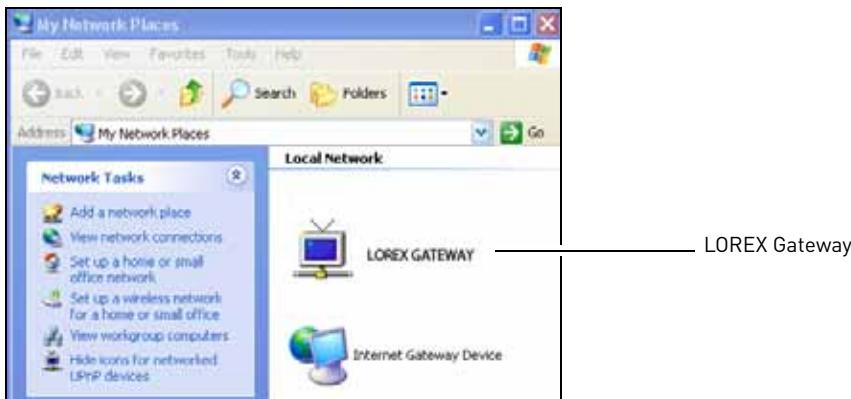
- 2 Under "Other Devices", double-click **LOREX Gateway** ().



Windows XP

- 1 Double-click the **My Network Places** icon on the desktop ().

- 2 Double-click on the **LOREX Gateway** icon ().



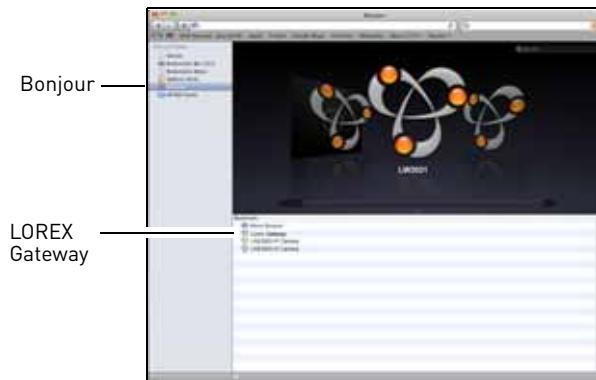
Mac

- 1 Launch Safari.

- 2 Click the **Open all bookmarks** button ().



3 Click **Bonjour** on the left column. Double-click the **LOREX Gateway** icon.



Step 2: Assign a Skype account to the Gateway

1 In the Time zone drop-down menu, select your local time zone and click **Next**.

NOTE: If you cannot find your region's time zone, select a city with the identical time zone as your own.



2 Click **Don't have a Skype Name?**



3 Fill in the appropriate fields. Write down your Gateway information. You will need this information to complete the setup process.

The screenshot shows the LOREX Gateway software interface. At the top, there's a navigation bar with 'Settings', 'Setup', 'Download', and 'Complete'. Below it, a section titled 'Register a new Skype Name' contains three input fields: 'Email', 'Skype Name', and 'Password'. Each field has a corresponding validation message below it. At the bottom are 'Back' and 'Next' buttons.

Gateway Skype Account Information

E-mail:

Skype Name:

Password:

4 Click **Next** to continue.

- If your name has been taken, the Gateway prompts you to re-enter another user name.

NOTE: Your user name and password must contain letters and numbers.

5



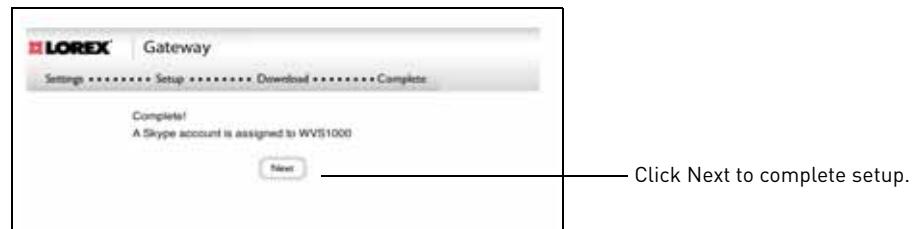
If you have an existing Skype Account:

OPTIONAL: If you plan to control multiple cameras, please download the Lorex Gateway Control Panel Software (PC only). Mac users: to control multiple cameras, please see “[Changing camera view](#)” on page 28.

Note that you **cannot view cameras in quad mode**.



a. Click **Next**. A confirmation window appears. Click **Next** to continue.



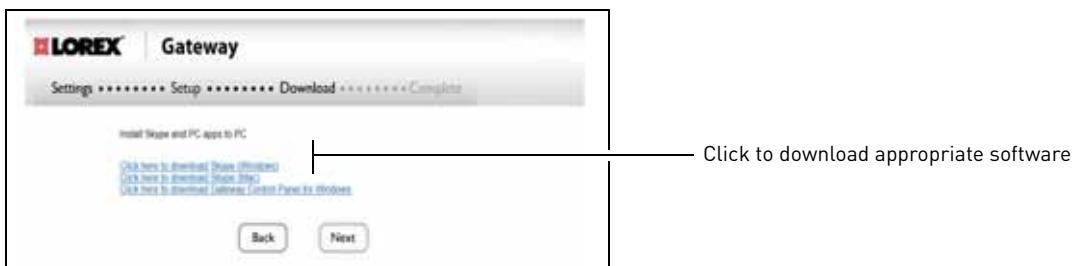
If you DO NOT have a Skype Account:

a. Click to download one of the following:

- **Skype (Windows):** Click to download the latest version of Skype for PC.
- **Skype (Mac):** Click to download the latest version of Skype for Mac

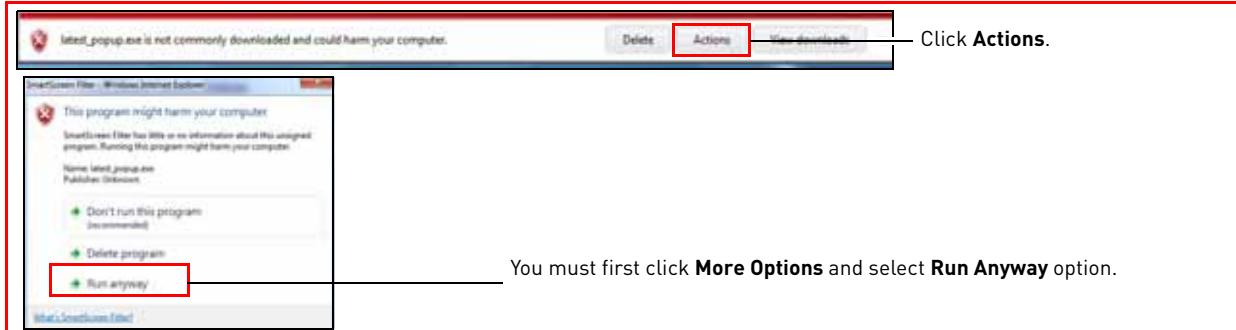
OPTIONAL: If you plan to control multiple cameras, please download the Lorex Gateway Control Panel Software (PC only). Mac users: to control multiple cameras, please see “[Changing camera view](#)” on page 28.

Note that you **cannot view cameras in quad mode**.



a. Click **Next**. A confirmation window appears. Click **Next** to continue.

ATTENTION: Users of Internet Explorer 9 (IE9) may experience security measures when downloading the pop-up software. When attempting to Run or Save the software, IE9 will warn you of security risks to your PC. Click Actions → More Options → **Run Anyway**.



- Locate the setup file(s) you downloaded on your computer's desktop. Double-click the file, and follow the on-screen instructions to install the software.

NOTE: Install Skype before installing the Gateway Control Panel software.

If you have a Skype account already:

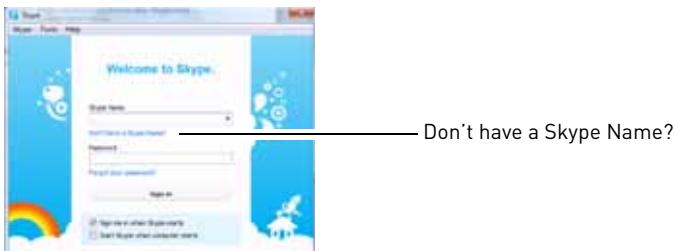
- Go to page 26.

If you do not have a Skype Account:

Create a personal Skype account (this is different from your Gateway account).

To create a personal Skype account:

- Launch Skype.
- Click **Don't have a Skype Name?**



- Follow the on-screen instructions to create your personal Skype account. Upon account creation, you will automatically be logged in to Skype.



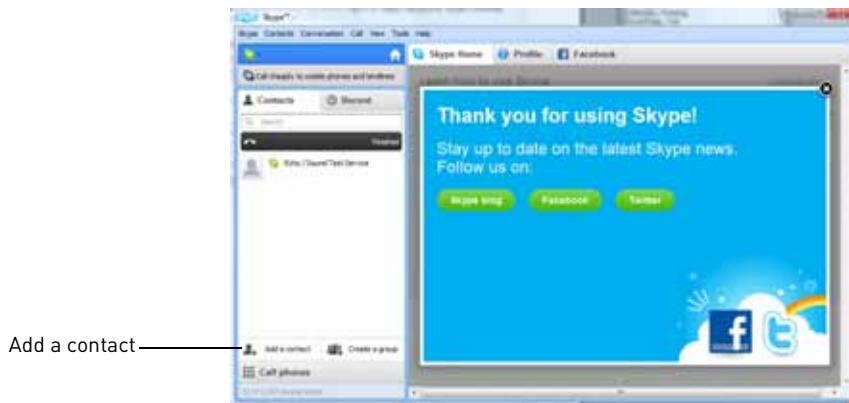
Personal Skype Account Information

Email:

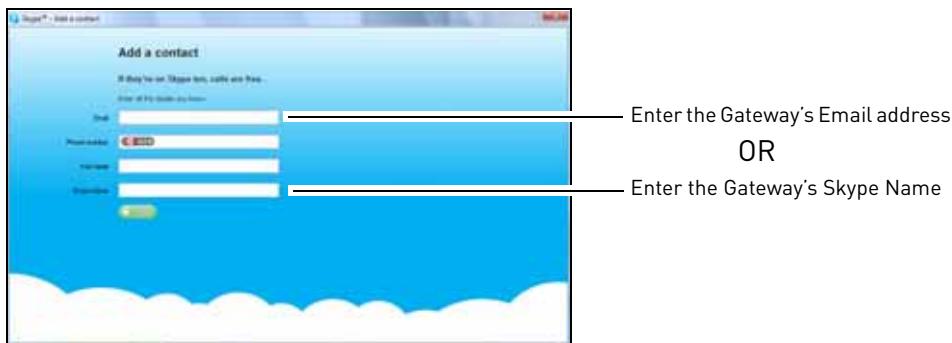
Skype Name:

Password:

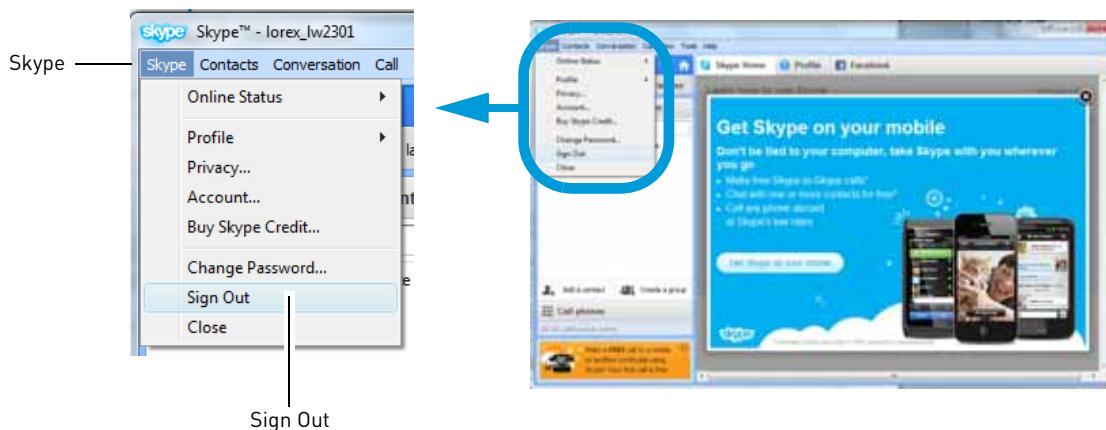
4 Click **Add a contact**.



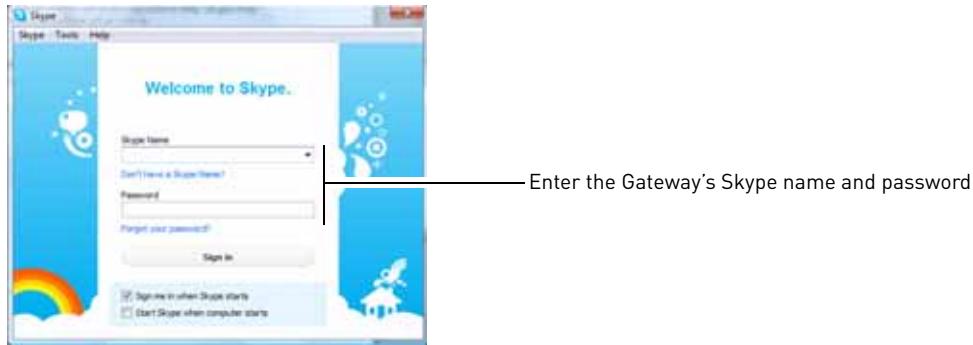
5 Enter your **Gateway account's** Skype name or email recorded in page 21, and click **Add**. This will send a friend request from your Personal Account to the Gateway account.



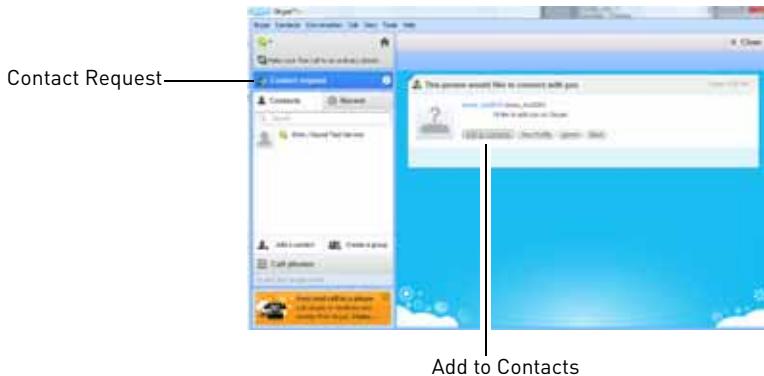
6 Click **Skype→Signout** to log off.



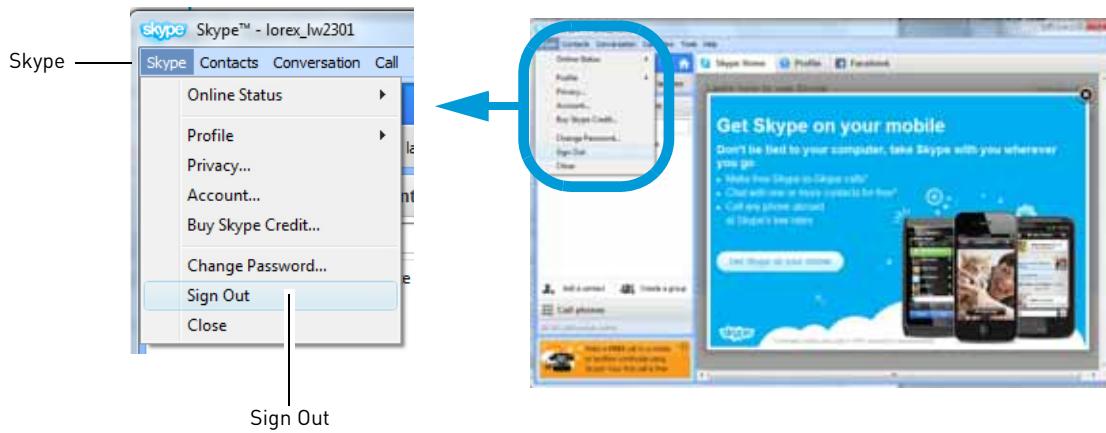
7 Log-in to your Gateway Account, using the information recorded on page 21.



8 Click **Contact Request**, then click **Add to Contacts** to accept the friend request from the Gateway.



9 Click **Skype→Signout** to log off your Gateway account.

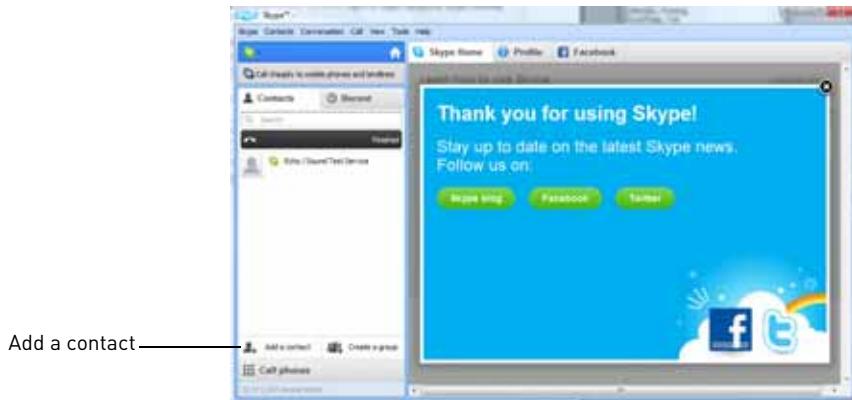


10 Log in to your Personal Skype account using the information recorded on page 23.

11 Next, see "Step 3: Call your Gateway" on page 27.

If you have a Skype Account:

- 1 Log-in to your Gateway Account, using the information recorded on page 21.
- 2 Click **Add a contact**.

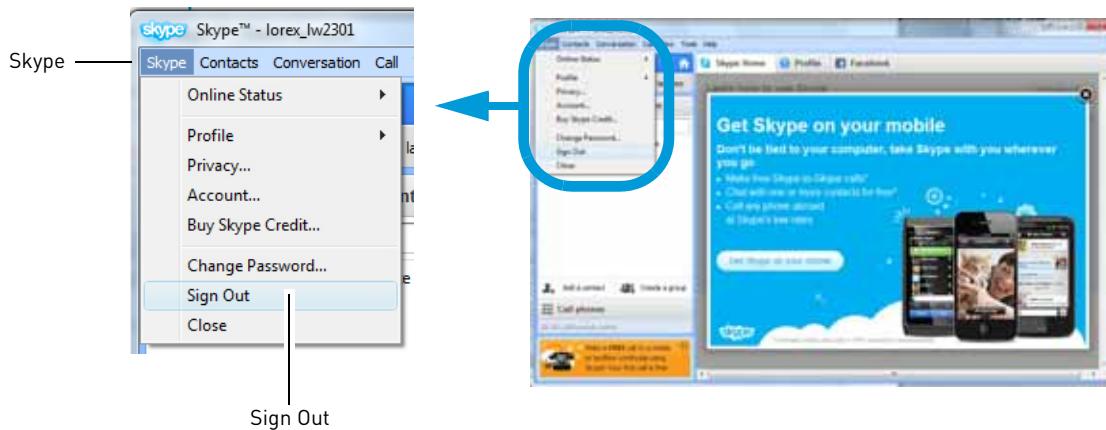


- 3 Enter your Personal Skype account's email address or Skype name. Click **Add**.

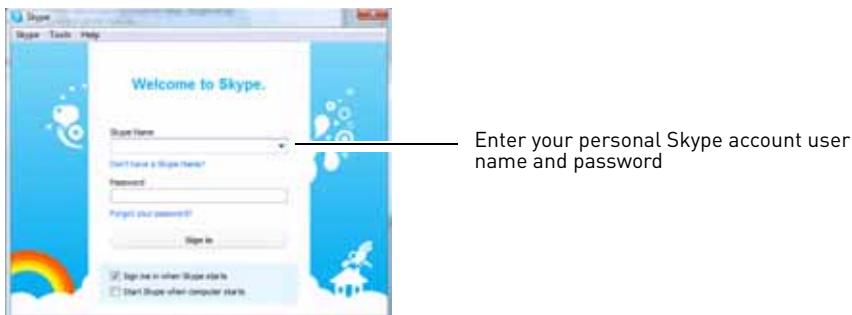


Send a friend request from the Gateway account to your personal account.

- 4 Click **Skype→Signout** to log off.



5 Log in to your Personal Skype account.



6 Next, see "Step 3: Call your Gateway" on page 27.

Step 3: Call your Gateway

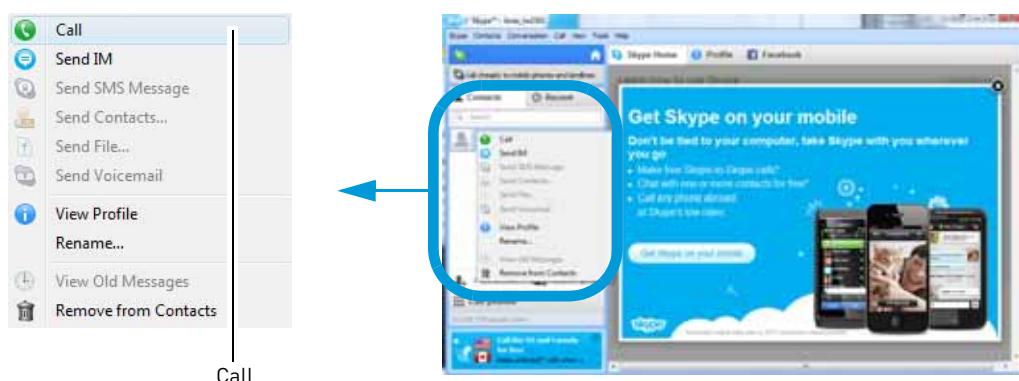
You're now ready to make your first call!

Pre-requisite:

- Log in to your Personal Skype account.

To connect to the Gateway:

1 From your **Personal** Skype account, right-click on the name of your Gateway on the contact list, and click **Call**.



- Live video appears in the Skype window.

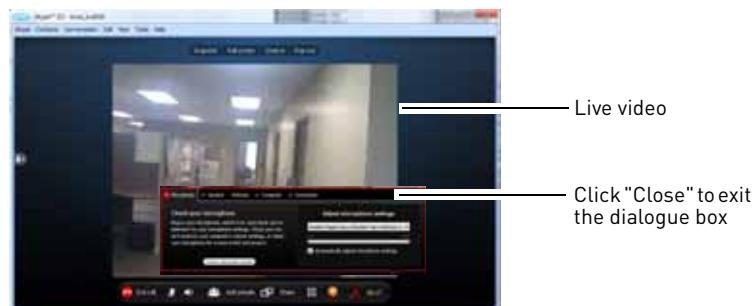


Image Pixilation

During the initial connection, the images may appear pixilated, and unclear. The image improves after a few seconds.

This is normal, and is caused by the system configuring the bandwidth settings.

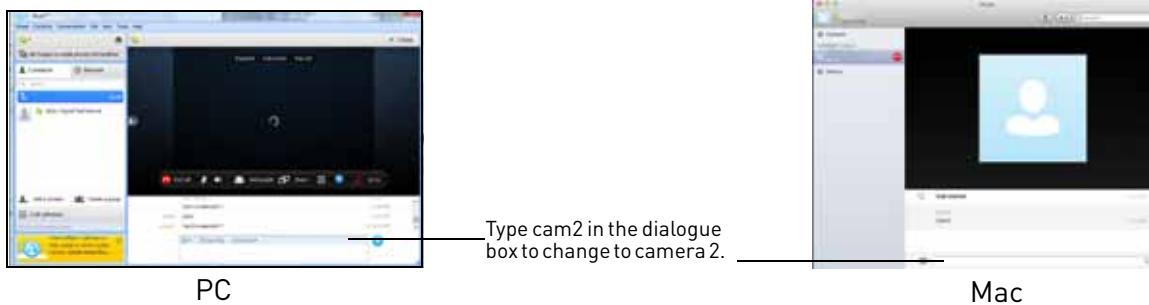
Changing camera view

If you have multiple cameras connected to the Gateway, you can change the camera view manually (Mac and PC), or by using the Gateway Control Panel software (PC only). For details, see “Gateway Control Panel” on page 31.

To change cameras using the chat menu:

- 1 Right-click on the video window, and click **Send IM**.
- 2 In the instant message chatbox, type **cam2** and press enter to change to camera 2, **cam3** to change to camera 3 etc.

NOTE: "cam1" is typed as one word with no spaces.



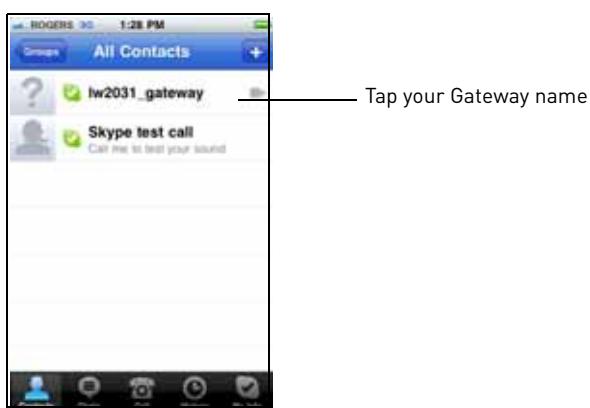
Mobile Viewing on the iPhone/iPad

Go to www.lorextotechnology.com for the latest device compatibility list.

- iPhone users: Download the "Skype" app from the App store
- iPad users: Download the "Skype for iPad" app from the App store

To change camera view on the iPhone:

- 1 Log in to Skype using your Personal account.
- 2 Tap the name of the Gateway

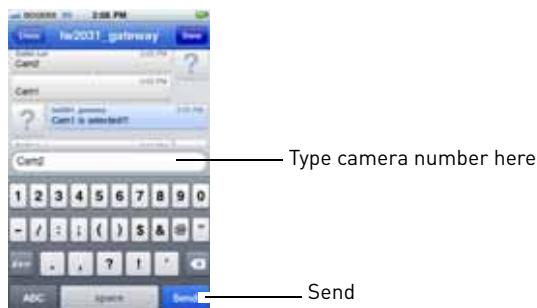


3 Tap **Chat**.

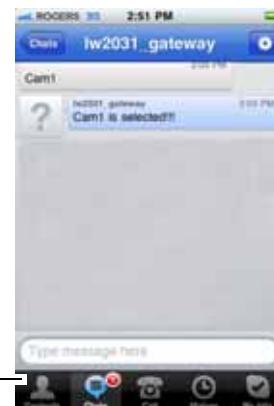
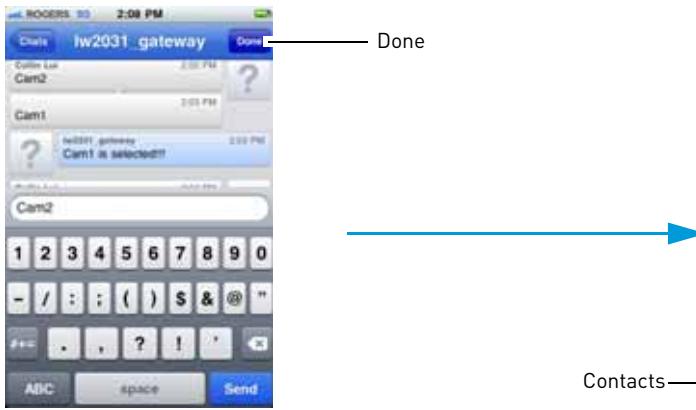


4 Type **Cam1** for camera 1, **Cam2**, for camera 2 etc. Next, tap **Send**.

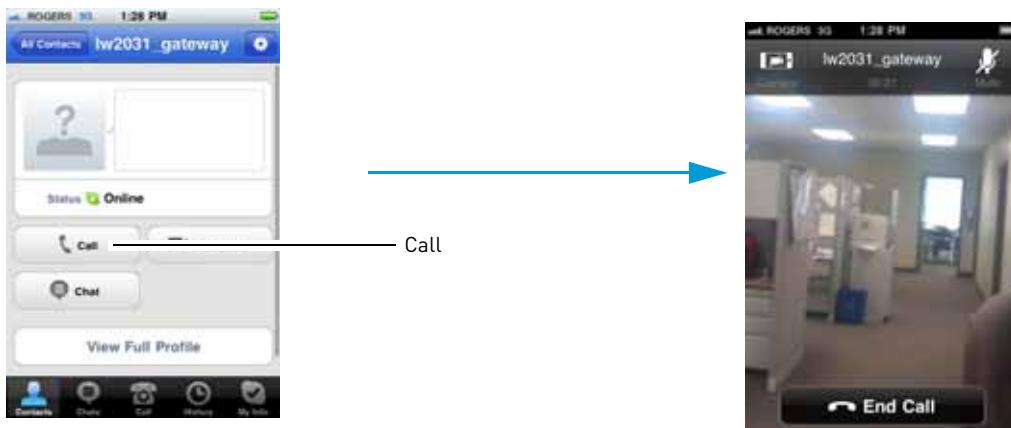
NOTE: There are no spaces when typing Cam1, Cam2 etc.



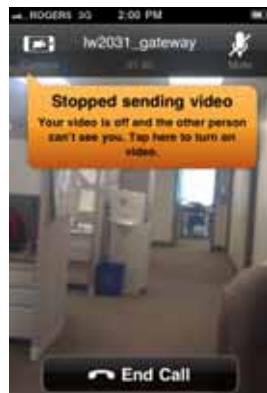
5 Tap **Done**, and then Tap **Contacts**.



6 Tap **Call** to connect to the camera.



NOTE: You may see a "Stopped sending video" message. This is normal.



7 To change camera view, tap **End Call**, and repeat steps 3~6.

Changing camera view on the iPad:

- 1 During live view, tap the  button to open the chat window.
- 2 Type "Cam2" (with no quotations or spaces) to change to camera 2; "Cam3" for camera 3 etc.
- 3 Tap **Send**. Wait for the camera to change.



Type **cam2** to switch to camera 2,
cam3 for camera 3 etc.

Gateway Control Panel

What is the Gateway Control Panel?

The Gateway Control Panel is a software that allows you to:

- Change camera view when connected to multiple cameras

Pre-requisites

- Install Skype on your computer
- Download the Gateway Control Panel during the initial Gateway setup. For details, see page 22.



Gateway Control Panel

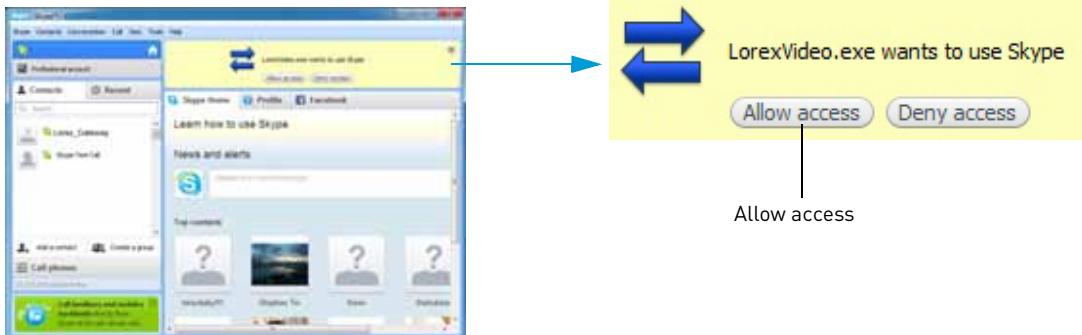
To install the Gateway Control Panel:

- 1 Double-click on the Gateway Control Panel setup file on the desktop ().
- 2 Follow the on-screen instructions to install the Gateway Control Panel (Lorex Video Plug-in).

Initial Setup

- 1 Log-in to Skype using your Personal account.

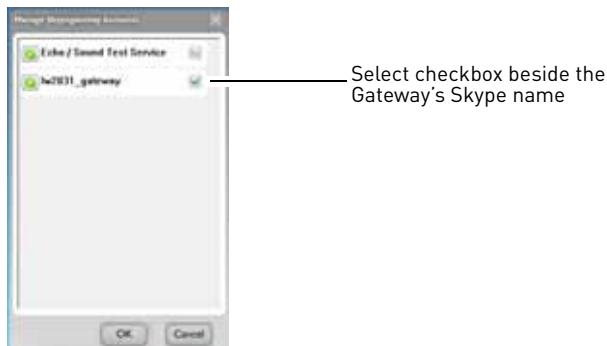
- 2 Double-click the **Lorex Video** icon on the desktop ().
- 3 Click the **Allow access** button.
 - The Gateway Control Panel appears.



4 Click  to open the account management window.



5 Select the checkbox beside the Gateway's Skype name, and click **OK**. This allows the Gateway Control panel to automatically "pop-up" when Skype launches.

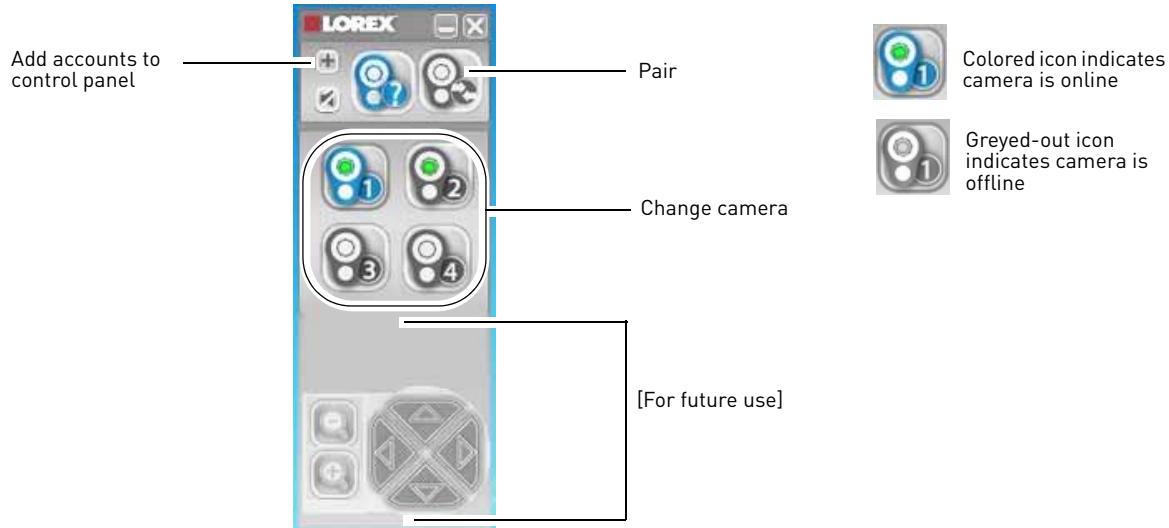


6 Right-click on the name of your Gateway, and click **Call** to connect to your camera.



Gateway Control Panel Overview

Use the control panel to change cameras.



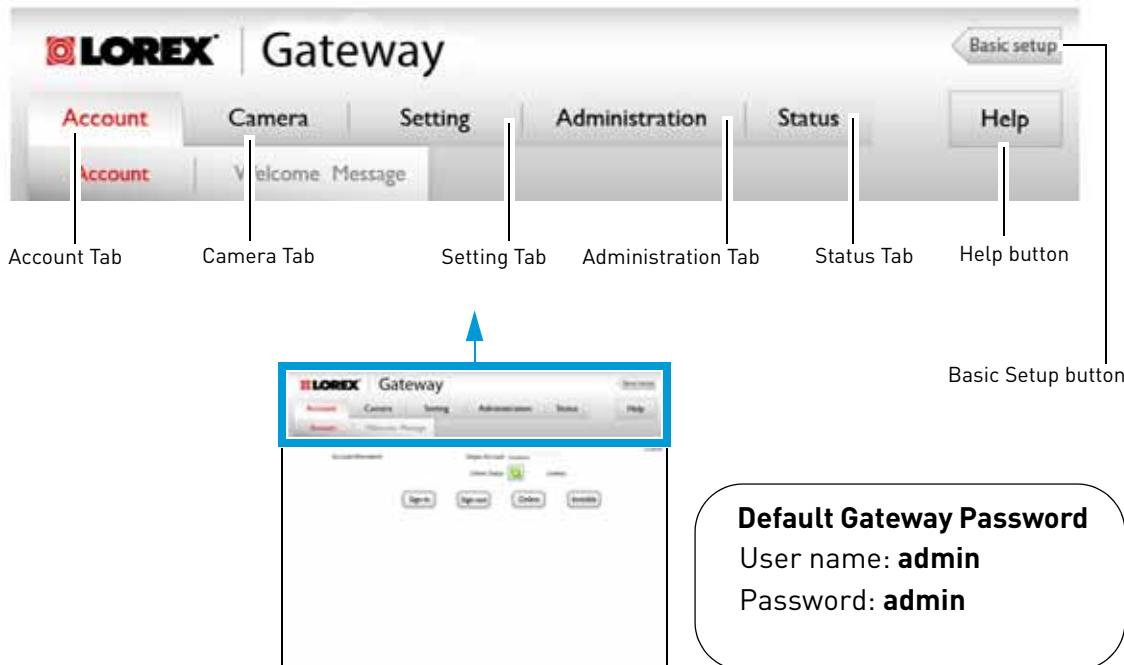
To change camera view:

- 1 Click the buttons to change between cameras 1~4.

NOTE: When changing channels, the live view window temporarily closes, and opens again. This is normal.

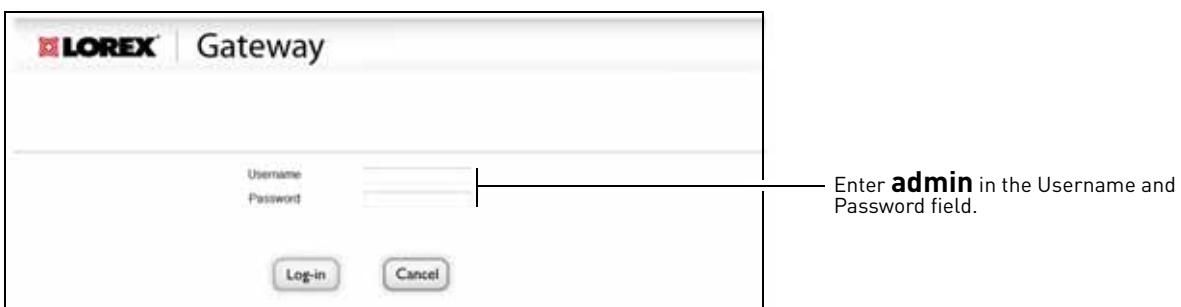
Configuring Gateway menus

The Gateway menu allows you to configure different Gateway menus and options.

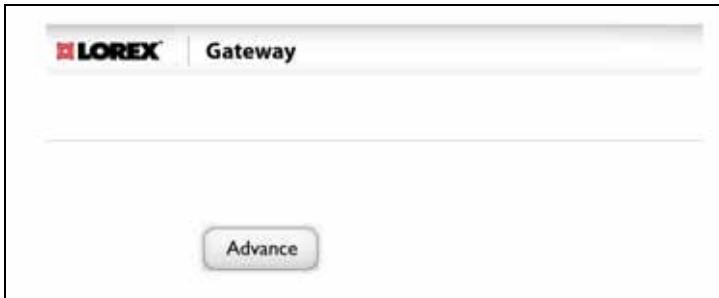


To connect to the Gateway menu on a PC:

- 1 Click Start () → Computer → Network.
- 2 Under "Devices", double-click **LOREX Gateway** ().
- 3 Enter **admin** in the username and password fields. Click **Log-in**.

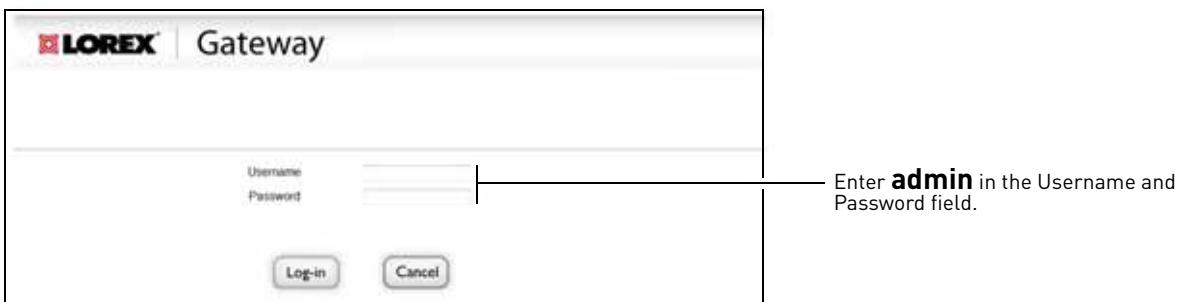


- 4 Click **Advance** to enter the setting menu.



To connect to the Gateway menu on a Mac:

- 1 Launch Safari.
- 2 Click the **Open all bookmarks** button ().
- 3 Click **Bonjour** on the left column. Double-click the **LOREX Gateway** icon.
- 4 Enter **admin** in the username and password fields. Click **Log-in**.



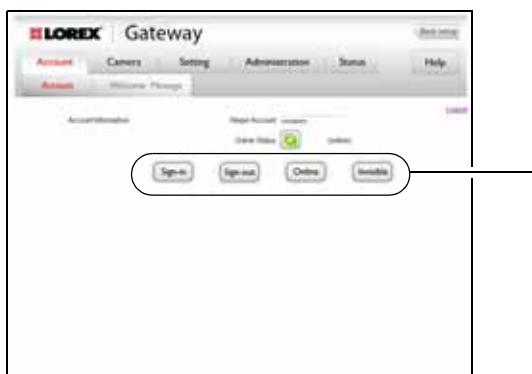
- 5 Click **Advance** to enter the setting menu.



Signing-on & Signing-off the Gateway

To sign-on / sign-off the Gateway:

- 1 Click the **Camera** tab (selected after initial login).
- 2 Click the following:
 - **Sign-in** button: Click **Sign-in** to log in to Skype. This allows you to connect to your Skype Gateway Remotely.
 - **Sign-out** button: Click **Sign-out** to log off of Skype. When you are logged off of Skype, you will not be able to connect to the Gateway Remotely.
 - **Invisible** button: Click to make your Gateway status appear as offline to others. You will still have access to the Gateway when you are in Invisible mode. To go back online, click the **Online** button.



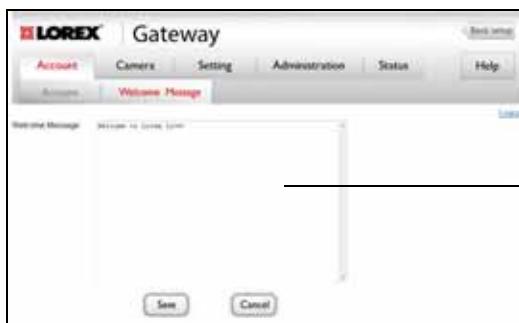
Use the buttons to connect or disconnect the Gateway to the Skype service.

Changing the welcome message

You can change the initial welcome message when you first connect to your cameras. This welcome message appears when you log in to the Gateway through Skype.

To change the welcome message:

- 1 Click on **Account**→**Welcome Message**.
- 2 Enter your welcome message in the text box.



Enter welcome message here

- 3 Click **Save** to update your changes.

Changing the camera name

To change the camera name:

- 1 Click the **Camera** tab.
- 2 Under the "New Camera Name" fields, enter the desired camera name.



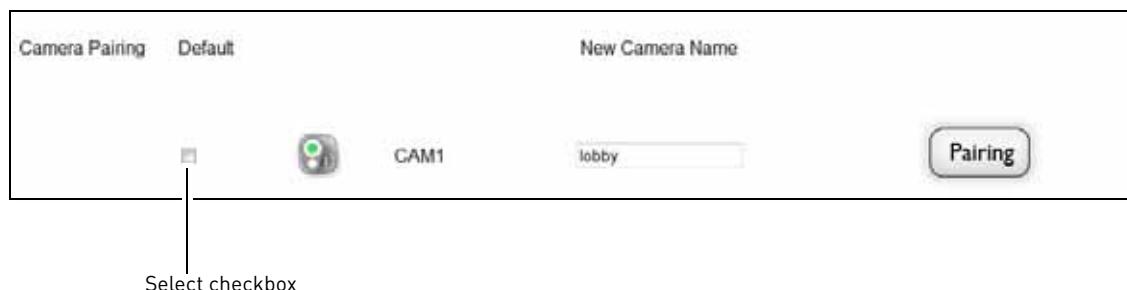
- 3 Click **Save** update the camera names.

Changing the default camera

You can change the default camera that appears when you connect to the Gateway.

To assign the default camera:

- 1 Click the **Camera** tab.
- 2 Under "Default", select the checkbox beside the camera that you wish to appear when you first connect to the Gateway.



- 3 Click **Save**.

Pairing additional cameras

By default, the camera comes pre-paired with the Gateway. If you purchase additional cameras, you must pair them to the Gateway.

Pre-requisites:

- Ensure the camera has power, and is turned on.
- Camera must be within 1 foot of receiver during pairing process.

To pair additional cameras:

- 1 Click the **Camera** tab.
- 2 Turn on the camera that you wish to pair.
- 3 Under "Default", select the checkbox beside the channel that you wish to pair the camera to.



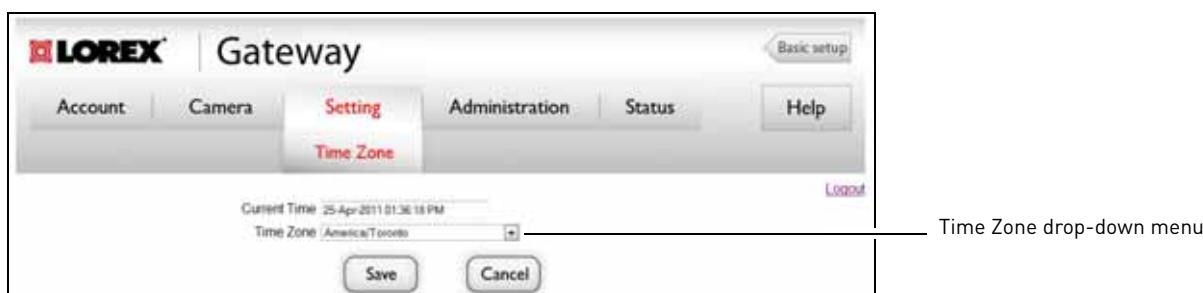
- 4 Click the **Pairing** button. When the camera icon glows green (), the camera has been paired. When viewing cameras within Skype, type the following within the message box: "Cam1" to change to camera 1, "Cam2" to change to camera 2 etc.

NOTE: Adding cameras through the Gateway automatically adds the camera to the handheld monitor.

Changing the time and time zone

To change the Gateway's time and time zone:

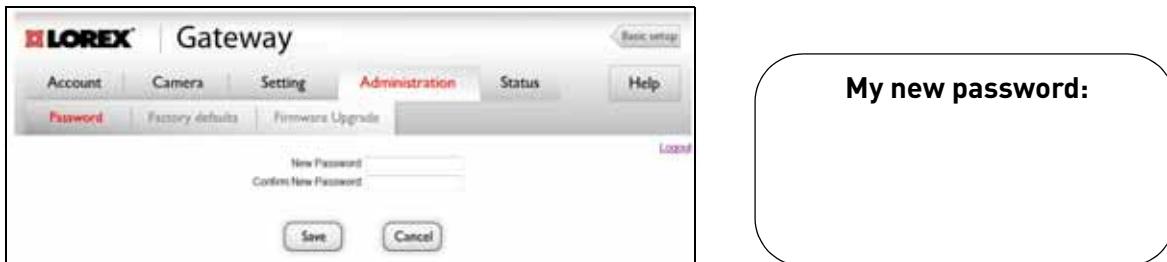
- 1 Click the **Setting** tab.
- 2 In the "Time/Zone" drop-down menu, select your local time zone. Click **Save** to update your Gateway's time.



Changing the Gateway Log-in Password

To change the log-in password for the Gateway:

- 1 Log-in to the Gateway, and click the **Administrator** tab.



- 2 Enter your new password in the "New Password" field.
- 3 Re-enter your new password in the "Confirm New Password" field.
- 4 Click **Save** to update your Gateway password.

Restoring Factory defaults

Restoring the Gateway to factory defaults deletes your custom settings, and restores the default settings. **You will have to re-enter all your settings after restoring the Gateway to factory defaults.**

To restore factory defaults:

- 1 Click **Administration→Factory defaults**.



- 2 Click the **Restore Factory Defaults** button.
- 3 Wait for the Gateway to restart. This may take several minutes.

Upgrading the firmware

Upgrading the firmware improves product stability, and may introduce new features.

Pre-requisites

- Search for the Gateway (LW2031) product page on www.lorexcctv.com
- Download and extract the latest firmware to your computer

To upgrade the Gateway's firmware:

- 1 Click **Administration**→**Firmware Upgrade**.
- 2 Click **Browse**, and locate the firmware file on your computer.

NOTE: The firmware file ends in a **.bin** extension.



- 3 Click **Apply** to start the firmware upgrade. The firmware takes several minutes to upgrade. **Do not turn off the Gateway during the firmware update process.**



- 4 Wait for the Gateway to return to the log-in window. Once you see the log-in window, the firmware update is complete.

Viewing system status

To view the Gateway system information:

- 1 Click the **Status** tab.

The screenshot shows the LOREX Gateway software interface with the 'Status' tab selected. The 'System' sub-tab is active. The interface is divided into three main sections: Account Information, Camera Pairing, and Internet Connection.

Account Information: Displays the gateway account name as 'logeateway1' and its online status as '(online)'.

Camera Pairing: Shows four cameras (CAM1-CAM4) with their respective statuses: CAM1 is 'offline', while CAM2, CAM3, and CAM4 are 'online'. Each camera has a small icon next to its name.

Internet Connection: Provides network configuration details including Connection Type (DHCP), IP Address (192.168.5.119), MAC Address (0C:38:00:00:00:0F), Subnet Mask (255.255.255.0), Default Gateway (192.168.5.1), DNS 1 (207.164.234.193), and DNS 2 (207.164.234.129).

A 'Refresh' button is located at the bottom center of the status panel.

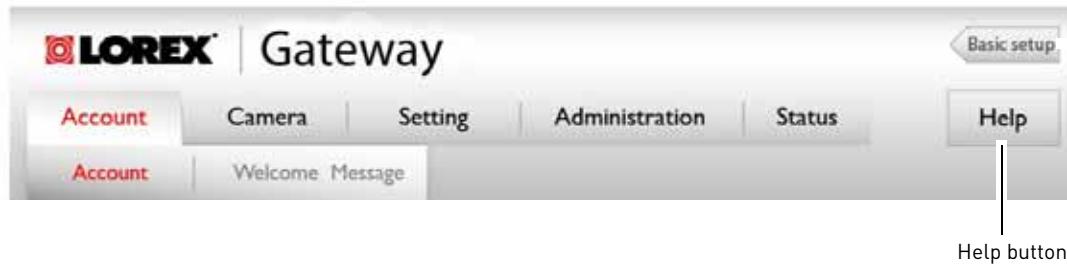
Annotations with lines pointing to specific fields:

- Line points to the 'logeateway1' field in the Account Information section, labeled "Gateway account name".
- Line points to the 'CAM1 Status' field, labeled "Camera status".
- Line points to the 'IP Address' field in the Internet Connection section, labeled "Network information".

Help Menu

To view the Gateway's Help menu:

- 1 Click the **Help** button.

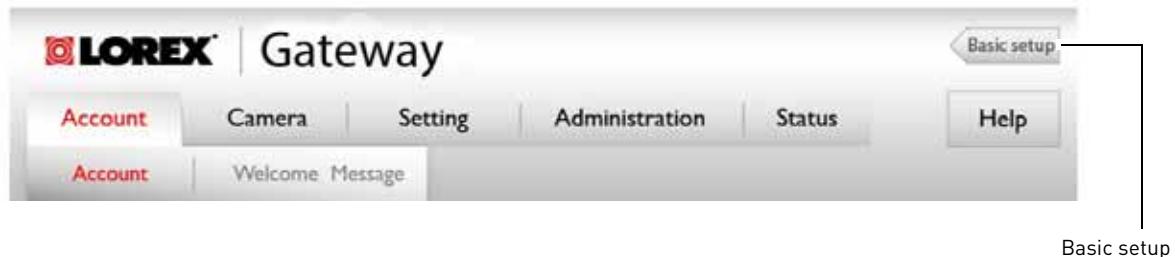


Basic Setup

You can re-assign a new Gateway Skype name, or go through the basic installation of the Gateway using the Basic setup menu.

To open the Basic setup menu:

- 1 Click the **Basic setup** button.



Appendix A: Enabling UPnP

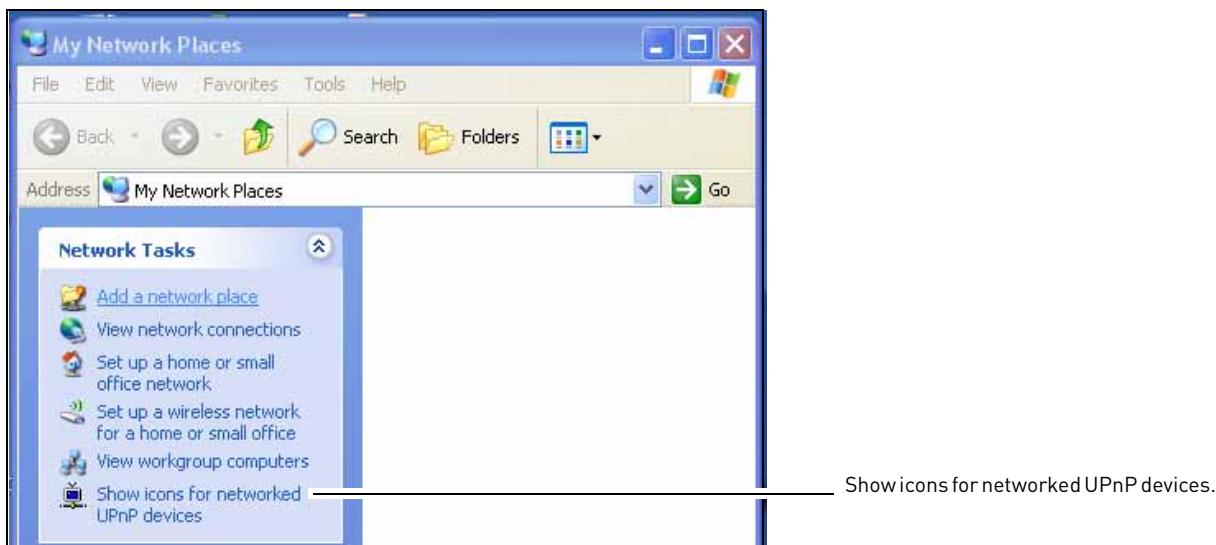
About UPnP

UPnP (Universal Plug and Play) allows your Windows operating system to automatically detect new devices connected to the network.

In order for your network to detect the Gateway once it is connected to your router, UPnP must be enabled. If you run Windows XP or Windows Vista, you may have to enable UPnP if your network isn't detecting the Gateway.

Enabling UPnP on Windows XP

- 1 Double-click the **My Network Places** icon on the desktop ().
- 2 Click **Show icons for networked UPnP devices**.



- 3 Follow the on-screen instructions to complete the UPnP process.

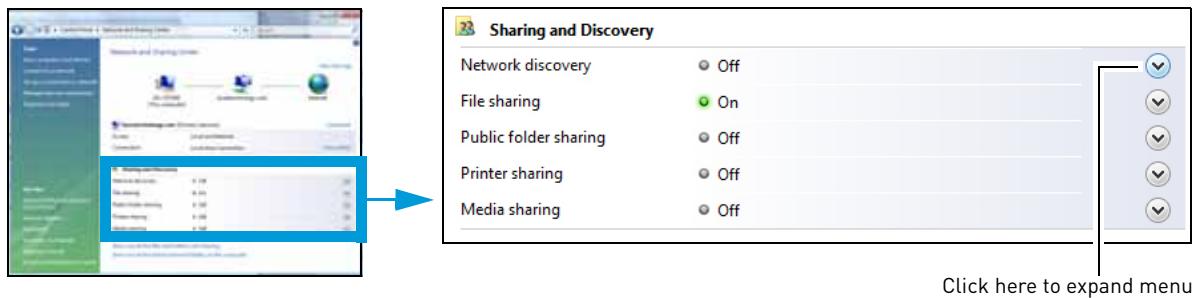
Enabling UPnP on Windows Vista

By default, UPnP is turned off in Windows Vista.

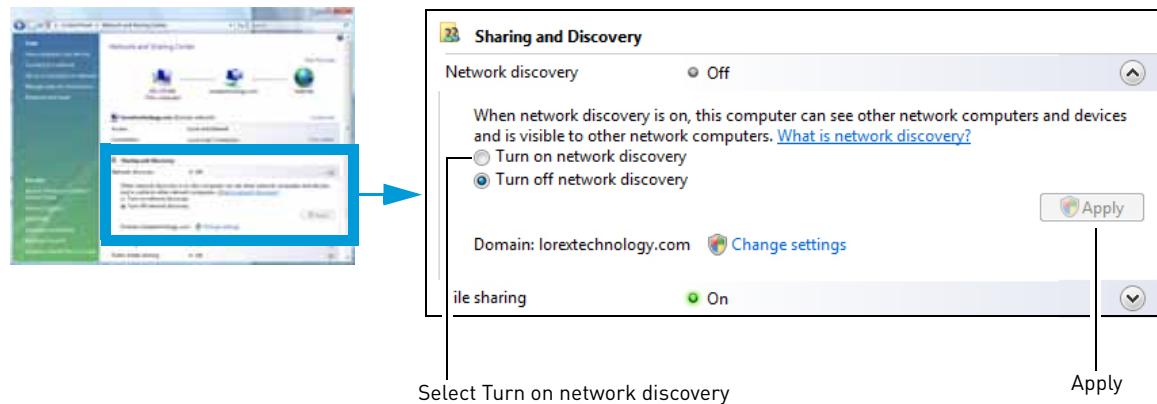
To enable UPnP on Windows Vista:

1 Click Start () → Control Panel → Network and Sharing Center ().

2 Click  to open the Sharing and Discovery menu.



3 Click **Turn on network discovery** and then click **Apply**.



Appendix B: Troubleshooting the handheld monitor

No video displayed on the monitor

- Ensure the monitor is powered on (check for green power LED on monitor).
 - **If the power LED is off:**
 - Press and hold the  button for 5 seconds to power on the monitor.
 - Recharge the battery in the monitor.
 - Reset the monitor and camera by removing the battery from the monitor. Turn the camera power off. Wait for 60 seconds and power the units back on.
 - **If the power LED is on:**
 - The monitor may be in Power Save mode. Press any button to turn on the display.
 - **If the power LED is blinking**
 - The monitor is charging. Press the  button to turn on the monitor.

The camera and monitor are not detecting each other

- Ensure you have selected the correct camera channel.
- Make sure the camera is turned on.
- Make sure the camera is charged.
- The camera and monitor may be out of range. Move the monitor and camera closer together.

Feedback/Squealing noise coming from the monitor

- Your camera and monitor may be too close. Move them further apart.
- Make sure the monitor and camera are not near televisions, computers, cordless/mobile phones or other electrical equipment.

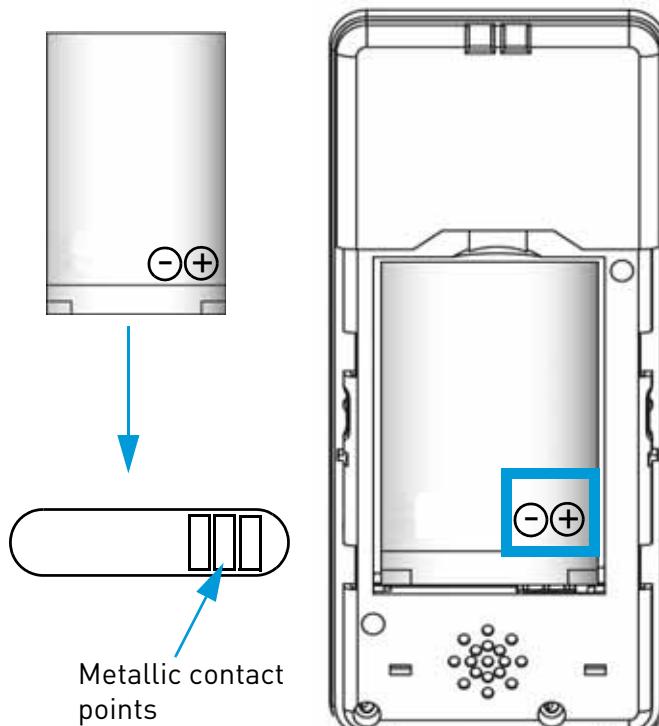
Appendix C: Replacing the handheld monitor battery

To install the monitor battery:

- 1 Slide the cover off of the back of the monitor.
- 2 Align the metallic contact points on the battery with the metallic contact points on the monitor by ensuring the \ominus \oplus symbols are shown in the bottom right corner.
- 3 Press down on the battery so it is held firmly in place inside the compartment.
- 4 Replace the cover on the monitor.

The monitor automatically turns on once the battery is inserted. It is recommended to charge the monitor before use.

NOTE: Remove battery during long periods of non-use.



Notices

FCC Notice

This device complies with **Part 15, subpart C**, of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment. However, it is imperative that the user follows the guidelines in this manual to avoid improper usage which may result in damage to the unit, electrical shock and fire hazard injury. In order to improve the feature functions and quality of this product, the specifications are subject to change without notice from time to time.

IC Notice

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Cleaning and Disposal

Cleaning

Clean the monitor and camera with a slightly damp cloth or an anti-static cloth. Never use cleaning agents or abrasive solvents.

- Do not clean any part of the product with cleaners with thinners or other solvents and chemicals. This may cause permanent damage to the product which is not covered by the Warranty. When necessary, clean it with a damp cloth.
- Keep your camera and monitor away from hot, humid areas or strong sunlight, and do not get it wet.
- Every effort has been made to ensure high standards of reliability for your video monitor. However, if something does go wrong, please do not try to repair it yourself. Contact Customer Service for assistance.

Disposal of the device

At the end of the product life-cycle, you should not dispose of this product with normal household waste, but take the product to a collection point for the recycling of electrical and electronic equipment.

The symbol on the product, user's guide and/or box indicates this. Some of the product materials can be re-used if you take them to a recycling point.

By reusing some parts or raw materials from used products you make an important contribution to the protection of the environment.

Please contact your local authorities in case you need more information on the collection points in your area. Dispose of the battery pack in an environmentally-friendly manner according to your local regulations.



LIVE CONNECT

LW2020/LW2030 SERIES

Version 2.0

www.lorextechnology.com